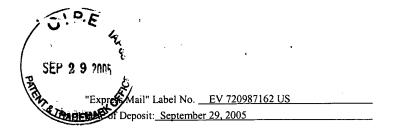
10-03-05

070/00/04	(00.04)
PTO/SB/21	(09-04)

٠,	<b>3</b> - 200 (B)		PTO/S	SB/21 (09-04)		
	.8/	Application Number	09/660,785			
<b>2</b> 7/	TRANSMITTAL	Filing Date	September 13, 2000			
FORM		First Named Inventor				
		Art Unit	2645			
	(to be used for all correspondence after initial filing)	Examiner Name	Roland G. Foster			
abla	Total Number of Pages in This Submission 11	Attorney Docket Number	20366-069210			

						-	_			
ENCLOSURES (Check all that apply)										
F	ee Transmittal For	m		rawing(s)			After Allow	ance Communication to TC		
_ [	Fee Attach	ed ·	Licensing-related Papers			Appeal Communication to Board of Appeals and Interferences				
Amendment/Reply After Final Affidavits/declaration(s)  Extension of Time Request Express Abandonment Request Information Disclosure Statement			Property Pro	etition etition to Convert to a rovisional Application ower of Attorney, Rev hange of Correspond erminal Disclaimer equest for Refund D, Number of CD(s)	rocation ence Address		Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)  Proprietary Information  Status Letter  Other Enclosure(s) (please identify below):  um Postcard			
			Γ	Landscape Tab	e on CD					
	Certified Copy of Priority Document(s)  Reply to Missing Parts/ Incomplete Application Reply to Missing Parts under 37 CFR 1.52 or 1.53  Remarks The Commissioner is authorized to charge any additional fees to Deposit Account 20-1430.  No fee transmittal is attached as this Amendment is being timely filed with 23 total claims having previously paid for 29 total claims and 3 independent claims having previously paid for 4 independent claims.									
		SIGNA	TURE OF	APPLICANT, A	TTORNEY, O	OR AGE	NT			
Firm Nam	Towns	send and Towns	send and (	Crew LLP						
Signature		M	w /	18						
Printed na	ame Willian	m J. Daley								
Date	Septe	mber 29, 2005	05		Reg. No.	52,471				
CERTIFICATE OF TRANSMISSION/MAILING										
Express Mail Label: EV 720987162 US  I hereby certify that this correspondence is being deposited with the United States Postal Service with "Express Mail Post Office to Address" service under 37 CFR 1.10 on this date September 29, 2005 and is addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.										
Signatur	Signature Sara B. Hatlak									
Typed or printed name Sara B. McPe			ak	7			Date	September 29, 2005		



Attorney Docket No.: 20366-069210

I hereby certify that this is being deposited with the United States Postal Service "Express Mail Post Office to Address" service under 37 CFR 1.10 on the date indicated above and is addressed to:

Mail Stop Amendment .
Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Sara B. McPeak

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Benjamin E. Hansen et al.

Application No.: 09/660,785

Filed: September 13, 2000

For: METHOD AND SYSTEM FOR

ONLINE CALL MANAGEMENT

Customer No.: 20350

Confirmation No. 7918

Examiner: Roland G. Foster

Technology Center/Art Unit: 2645

Amendment

Mail Stop Amendment Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed July 1, 2005, please enter the following amendment and remarks:

Amendments to the Claims are reflected in the listing of claims that begins on page 2 of this paper.

Remarks/Arguments begin on page 8 of this paper.